

## Frequently Asked Questions (for SOC students only)

### What is the recommended notebook for Students pursuing CITP/DAAA/DIT/DCDF Course?

**Any non Mac notebook** listed on the Specifications & Promotions page.

If you are buying or using other brand/model, do ensure that its hardware specifications are at least comparable to that of the model(s) recommended for your course.

Aside for DAAA Course, if budget permit, student can get as good as a non-Mac notebook with DDR4 16GB RAM and 4GB Nvidia Dedicated Graphics (e.g. RTX 2060) or better.

For Mac user to note, comment by teaching staff, M1 based Mac has some compatibility issues with Intel based software.

### Can I use a notebook that doesn't have min. 2GB dedicated graphics? Or can I use a notebook with integrated graphics?

The reason for recommending notebook with min. 2GB dedicated graphics is to ensure student is able to get the best experience from the course especially when using application which required better graphics performance from the notebook.

For notebook doesn't have min. 2GB dedicated graphics or with integrated graphics, you may experience slowness in graphic interface compare to notebook equipped with min. 2GB dedicated graphics.

### Can I use/buy MacBook?

We **Do Not Recommend MacBook** as all our teaching software runs on Windows operating system. Should you decide to use MacBook, you need to acquire your own Microsoft Windows Operating Systems license.

### I own a notebook, can I use it for my course of study?

Yes, you may use it. Should you decide to buy one later, you can still purchase it at a later date via the vendor website indicated on the Notebook PC Corner

(<https://www.sp.edu.sg/sp/student-services/it-services/it-support/specifications-promotions>).

### What if I decide to purchase the notebook after the SP Notebook Roadshow?

You may purchase the notebook online via the vendor website indicated on the Notebook PC Corner, refer to the [Specifications & Promotions page](#) for details.

### **Can I purchase the notebook from any other vendors?**

Yes, you may buy from any vendors.

Do refer to the [Specifications & Promotions page](#) and ensure that notebook specifications you buy are at least comparable to that of the model(s) recommended for your course.

### **Are the prices of the notebook cheapest at the Roadshow?**

We do not determine the prices of the notebook. We are just providing a service for your convenience. The prices are determined by the vendors.

When you compare prices, it is important that you compare the specifications to ensure that they are comparable. For example, a vendor may sell a notebook at a cheaper price with a specification that shows only 4GB RAM and not 8GB RAM, or the hard disk capacity may be lower, etc.

### **What are the software provided by the School and what software is required for my course?**

For notebook configuration support, please refer to SP website at [Student Services > IT Services > Notebook PC Corner > Software](#).

You will need your iChat account and password to access the software list. Installation and configuration guides are provided.

### **Where to seek for Financial Assistance for Notebook PC?** [Financial Assistance Scheme](#)

### **Who should I refer to when I encounter problem with my notebook?**

Technical support should be referred to the SPICE Service Desk.

Phone: +65-6772-1260

Email: [servicedeskmail@sp.edu.sg](mailto:servicedeskmail@sp.edu.sg)

You may refer to the [Support page](#) for more details.